

PM 48 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01

<b>49. Measurement</b>	
Delay Days For SWBT Caused Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed circuit orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes UNE and Interconnection Trunks.</li> <li>• Excludes orders that are not N, T, or C.</li> <li>• Excludes Customer Caused Misses</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of posted} - \text{circuits with a SWBT caused missed due date})$	Reported by CLEC, all CLECs and SWBT Retail Specials.
<b>Measurement Type:</b>	
Tier 1 – Medium Tier 2 – None	
<b>Benchmark:</b>	
Parity with SWBT Retail.	

## B. Maintenance

NOTE: Specials are all treated as Out of Service repair reports. There is no classification or disaggregation of Affecting Service.

<b>52. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
Average duration in calendar days of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk.</li> <li>• No Access Time.</li> <li>• Delayed Maintenance Time.</li> <li>• Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational</li> </ul>	
<b>Business Rules:</b>	
The start time is when the customer report is received and the stop time is when the report is closed. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43 <ul style="list-style-type: none"> <li>• No Dispatch</li> <li>• Dispatch</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})]}{\text{total network customer trouble reports}}$	Reported by CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with SWBT Retail.	

<b>53. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percentage of customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk</li> <li>• Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational</li> </ul>	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported by CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with SWBT Retail.	

<b>54. Measurement</b>	
Trouble Report Rate	
<b>Definition:</b>	
The number of customer trouble reports within a calendar month per 100 circuits.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> <li>• Excludes trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational</li> </ul>	
<b>Business Rules:</b>	
CLEC and SWBT repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
[Count of trouble reports ÷ (Total circuits ÷ 100)]	Reported by CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with SWBT Retail.	

<b>54.1. Measurement (New Measurement)</b>	
Trouble Report Rate net of Installation and repeat Reports	
<b>Definition:</b>	
The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> <li>• Excludes trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational</li> <li>• Excludes Trouble Reports included in PM 46.</li> <li>• Excludes Customer Trouble Reports included in PM 53.</li> </ul>	
<b>Business Rules:</b>	
CLEC and SWBT repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
[Count of trouble reports exclusive of installation and repeat reports ÷ (Total circuits ÷ 100)]	Reported by CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with SWBT Retail.	

## **IV. UNBUNDLED NETWORK ELEMENTS (UNES)**

### **A. Provisioning**

<b>55. Measurement</b>	
Average Installation Interval	
<b>Definition:</b>	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer requested due dates greater than “X” business days as set out in benchmark measures below.</li> <li>• Excludes customer caused misses.</li> <li>• Excludes Weekends and Holidays.</li> <li>• Excludes circuits in PM 55.2</li> <li>• Excludes expedites for which the CLEC pays an expedite charge.</li> <li>• Excludes xDSL loops in PM 55.1.</li> <li>• <u>Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SWBT.</u></li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a an order level.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$	Reported for CLEC and all CLECs
<b>Measurement Type:</b>	
Benchmark Tier 1 – None Tier 2 – None	

**Benchmark:**

The standard offered interval is defined in business days as follows:

- Switch Ports – Analog Port – 3 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dark Fiber (1 to 10) – 5 Days
- Dark Fiber (11 to 20) – 7 Days
- Dark Fiber (20+) – 10 Days
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – Negotiate
- BRI Loop (1 to 10) - 4Days
- BRI Loop (11 to 20)– 10 Days
- BRI Loop (20+) – Negotiate
- 8.0 dB Loops (1 to 10) – 3
- 8.0 dB Loops ( 11 to 20) – 7
- 8.0 dB Loops (20+) – 10
- 5.0 dB Loops (1 to 10) – 3
- 5.0 dB Loops (11 to 20) – 7
- 5.0 dB Loops (20+) – 10
- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days



**55.1 Measurement****Average Installation Interval – DSL****Definition:**

Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.

**Exclusions:**

- Exclude orders that are not N, T, or C.
- Excludes customer requested due dates greater than the standard offered interval
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- Excludes expedites (less than 3 days).
- Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR
- Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SWBT.

**Business Rules:**

The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. If the CLEC uses the “one-step” process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC’s specifications, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC’s specifications, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. If the CLEC uses the “two-step” process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as “green,” SWBT will issue the order upon receipt of a valid LSR and the Application Date will be the date that SWBT receives the valid LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level.

NOTE: For all of the above scenarios, the CLEC’s specifications for the loop will be considered met under the following circumstances:

- If the CLEC has specified “AS IS” on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by Digital Loop Carrier (“DLC”).
- If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end

<p>user's address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.</p>	
<p><b>Levels of Disaggregation:</b></p> <ul style="list-style-type: none"> <li>• Loops requiring no conditioning with Line Sharing</li> <li>• Loops requiring conditioning with Line Sharing</li> <li>• Loops requiring no conditioning with no Line-Sharing</li> <li>• Loops requiring conditioning with no Line-Sharing</li> <li>• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.</li> </ul>	
<p><b>Calculation:</b></p> <p><math display="block">[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of circuits completed})</math></p>	<p><b>Report Structure:</b></p> <p>Reported for CLEC and all CLECs, SWBT or affiliate.</p>
<p><b>Measurement Type:</b></p> <p>Tier 1 – High Tier 2 – High</p>	
<p><b>Benchmark:</b></p> <ul style="list-style-type: none"> <li>• Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.</li> <li>• Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.</li> <li>• Loops with line sharing – Parity</li> </ul>	

**55.2 Measurement****Average Installation Interval for Loop With LNP****Definition:**

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.

**Exclusions:**

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes customer requested due dates greater than “X” business days. X is defined as follows:
  - Loop with LNP (1-10) – 4 business days
  - Loop with LNP (11-20) – 8 business days
  - Loop with LNP (>20) – 11 business days
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- NPAC caused delays unless caused by SWBT.

**Business Rules:**

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

**Levels of Disaggregation:**

- CHC
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- FDT
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)

<b>Calculation:</b>	<b>Report Structure:</b>
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

<b>55.3 Measurement</b>	
Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	
<b>Definition:</b>	
The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.	
<b>Exclusions:</b>	
Loops under 12,000 feet	
<b>Business Rules:</b>	
The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>Loops between 12,000 feet and 17,500 feet</li> <li>Loops over 17,500 feet</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{[\sum(\text{number of xDSL-capable loops requesting the removal of load coils or repeaters})]}{(\text{Total number of orders for xDSL-capable loops UNEs completed})}$	Reported for CLEC, SWBT DSL Affiliate, and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic only.	

<b>55.4. Measurement (New Measure)</b>	
Percent Provisioning Trouble Reports (PTR) on Line Sharing Orders	
<b>Definition:</b>	
Measures the percent of DSL –capable circuits for which the CLEC submits a trouble report after 5pm on the day before the due date and that are not provisioned correctly on the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>None</li> </ul>	
<b>Business Rules:</b>	
The percent of DSL-capable circuits for which the CLEC submits a trouble report after 5pm on the day before due date for a line sharing order and that are not provisioned correctly on the due date. Line sharing orders shall be included herein without regard to whether the order is for the establishment of new services or is a conversion from one provider to another.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>None</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of line sharing orders for which the CLEC submits a trouble report after 5pm the day before the due date and that are not provisioned correctly on the due date divided by the total number of line sharing orders.)	Reported by CLEC, SWBT/affiliate and all CLECs.
<b>Measurement Type:</b>	
Diagnostic	
<b>Benchmark:</b>	
Parity with SWBT's Data Affiliate or SWBT retail.	

<b>55.5 Measurement (New Measure)</b>	
Loop Acceptance Testing (LAT Completed)	
<b>Definition:</b>	
Percent Loop Acceptance Test completed on or before due date.	
<b>Exclusions:</b>	
Orders where LAT not requested	
<b>Business Rules:</b>	
Loop Acceptance Test is where a SWBT Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before due date. The SWBT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (ie;connectivity, meets xDSL parameters).	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• IDSL Loops</li> <li>• DSL Loops with Line Sharing (placeholder until LAT for line sharing is broadly available)</li> <li>• DSL Loops without Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of orders for which the loop acceptance test is accomplished ÷ total # loop acceptance tests requested.)	CLEC, all CLECs, SWBT and SWBT Affiliate
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – None	
<b>Benchmark:</b>	
95% met	

<b>56. Measurement</b>	
Percent (UNEs) Installations Completed Within The Customer Requested Due Date	
<b>Definition:</b>	
Measure of orders completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer caused misses.</li> <li>• Excludes Weekends and Holidays</li> <li>• Excludes orders captured in PM 56.1 (LNP With Loop)</li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SWBT. This measure is reported at a circuit level.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule, and/or agreed to by parties.</li> <li>• DSL loops with line Sharing</li> <li>• DSL loops with no line sharing</li> <li>• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of orders installed within the customer requested due date ÷ total orders) * 100	Reported for CLEC , all CLECs, and SWBT for parity measures affiliate as appropriate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	



**Benchmark:**

95% within the customer requested due date. The following standard offered intervals apply:

- 2 Wire Analog and Digital and INP (1-10) – 3 Days
- 2 Wire Analog and Digital and INP (11-20) – 7 Days
- 2 Wire Analog and Digital and INP (20+) – 10 Days
- BRI Loops (1-10) – 4 Days
- BRI Loops (11-20) – 10 Days
- BRI Loops (20+) – Negotiate
- DS1 loop(includes PRI) (1-10) – 3 Days
- DS1 loop(includes PRI) (11-20) – 7 Days
- DS1 loop(includes PRI) (20+) – 10 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days

Parity with ASI

- DSL with Line Sharing

90% within the customer requested due date. The following standard offered intervals apply:

- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days

<b>56.1 Measurement</b>	
Percent Installations Completed within the Customer Requested Due Date for LNP With Loop	
<b>Definition:</b>	
Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combinations captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer caused misses.</li> <li>• NPAC caused delays unless caused by SWBT.</li> </ul>	
<b>Business Rules:</b>	
See Measurement No. 55.2	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Aggregate <ul style="list-style-type: none"> <li>➤ Loop with LNP (1-10)</li> <li>➤ Loop with LNP (11-20)</li> <li>➤ Loop with LNP (&gt;20)</li> </ul> </li> <li>• CHC – Diagnostic <ul style="list-style-type: none"> <li>➤ Loop with LNP (1-10)</li> <li>➤ Loop with LNP (11-20)</li> <li>➤ Loop with LNP (&gt;20)</li> </ul> </li> <li>• FDT – Diagnostic <ul style="list-style-type: none"> <li>➤ Loop with LNP (1-10)</li> <li>➤ Loop with LNP (11-20)</li> <li>➤ Loop with LNP (&gt;20)</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	

95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.

<b>58. Measurement</b>	
Percent SWBT Caused Missed Due Dates	
<b>Definition:</b>	
Percentage of UNEs (8.0dB loops are measured at an order level) where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer caused misses.</li> </ul>	
<b>Business Rules:</b>	
<p>The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8.0dB loops, which are reported at an order level to facilitate comparison with POTS retail. This measure includes in both the numerator and the denominator the number of orders cancelled after a SWBT-caused missed due date.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule, and/or agreed to by parties including INP only.</li> <li>• DSL loops with line sharing</li> <li>• DSL loops with no line sharing</li> <li>• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of UNEs (8.0 dB loops are measured at an order level)with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8.0dB loops) *100	Reported by CLEC and all CLECs, SWBT or affiliates.
<b>Measurement Type:</b>	

Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity with ASI –Benchmark:
14. DSL Loops – Non-Line Sharing	5%, (No critical z-value applies)

## **59. Measurement**

Percent Installation Reports (Trouble Reports) Within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs(I-10/30) of Installation

### **Definition:**

Percentage of UNEs that receive a customer trouble report within X” calendar days, where “x” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, of service order completion.

### **Exclusions:**

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble report received on the due date before service order completion.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes orders that are not N, T, or C.
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Excludes trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SWBT due to CLEC reasons on the due date.

### **Business Rules:**

A trouble report is counted if it is received within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within “X” calendar days where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of service order completion that were closed during the reporting month.

### **Levels of Disaggregation:**

<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule, and/or agreed to by parties.</li> <li>• DSL loops with line Sharing</li> <li>• DSL loops with no line sharing</li> <li>• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of UNEs that receive a customer trouble report within “X” calendar days where “X” is 10 calendar days for 8db and 30 calendar days for all other UNEs, of service order completion ÷ total UNEs ) * 100	Reported for CLEC, all CLECs, SWBT or its affiliates.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See following:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)

<b>60. Measurement</b>	
Percent Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Percentage of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combinations captured in the POTS or Specials measurements.</li> <li>• Excludes orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Any completion date that is greater than the due date with a SWBT lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule, and/or agreed to by parties.</li> <li>• DSL loops with line Sharing</li> <li>• DSL loops with no line sharing</li> <li>• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total UNEs (total orders for 8db loops) * 100	Reported by CLEC, all CLECs and SWB affiliate
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	



PM 61 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01